



# Riverside County Fire Department

## Office of the Fire Marshal

2300 Market St., Ste. 150, Riverside, CA 92501 (951) 955-4777  
77-933 Las Montañas Rd., Ste. 201, Palm Desert, CA 92211 (760) 863-8886

### Office of the Fire Marshal

### Permit and Inspection Functions as of 3/18/2020

Considering current Corona virus (COVID-19) concerns, the Office of the Fire Marshal (OFM) is working to minimize social contact per state and local orders, by limiting face to face transactions. The OFM is committed to continuing services to the best of our ability by using our online portal mail, emails and phone calls. Please be advised that as conditions evolve modifications to our available services may be necessary. Thank you for your flexibility and understanding during this rapidly changing situation.

#### **For Questions Please Contact:**

West OFM (951) 955-4777

East OFM (760) 863-8886

At this time, the OFM will continue to accept applications, process plan checks, issue permits and perform inspections. Please use one of the following methods to complete your required transactions.

For plan submittal applications you have the following options:

1. Contact our office to coordinate emailing the plan review form and electronic documents.
2. Mail the plan review form and submittal documents to our office.
3. You may submit your application through PLUS Online by doing the following:
  - a. If you have not already done so, register for PLUS Online at [www.RivcoPLUS.org](http://www.RivcoPLUS.org)
  - b. Then apply for a permit online, by either selecting the specific permit you require or selecting the Universal Permit option. Staff will then be in touch to assist you through the rest of the online process.
4. For questions regarding plan submittal applications, contact one of the phone numbers listed above.

For plan review corrections or conditions/approvals:

- Contact your Fire Safety Specialist by phone or email and let them know, which method listed below, you have chosen to obtain your conditions or corrections.
  - Email corrections or conditions/approvals
  - Mail corrections or conditions/approvals (USPS mail or other courier service, i.e. Fed Ex, UPS)

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For new Applications and resubmittals:

- All new applications or resubmittals that require plan check can be submitted through PLUS Online (see guidelines above); if you are unable to upload the plans online, you can mail in the submittals to one of the addresses below:

Riverside County Fire Department Office of the Fire Marshal

- West OFM - 2300 Market St., Ste. 150, Riverside, CA 92501
- East OFM - 77-933 Las Montañas Rd., Ste. 201, Palm Desert, CA 92211

For inspection requests:

- Inspection requests for OFM continue to be by phone at (951)955-5282 or by email @ [FPPScheduling@fire.ca.gov](mailto:FPPScheduling@fire.ca.gov).
- Upon first scheduled inspection our inspectors will bring the on-site copy of the approved plans as well as the official job card.

For Payments:

- Both initial payment and supplemental payment options are as noted below. Once you receive an invoice or permit number from the OFM you can select any option for payment.

Online Payments: [RivcoPlus.org](http://RivcoPlus.org) - accepts credit cards and e-checks

Credit Card Payment by Phone:

West OFM (951) 955-4777

East OFM (760) 863-8886

Note: A 2.28% transaction service fee will be applied to all credit card payments made over the phone.

Payment by Mail: Reference your invoice number on your check or include a copy and mail or overnight to:

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- West OFM - 2300 Market St., Ste. 150, Riverside, CA 92501
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Thank you again for your cooperation.

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**Introducing PLUS Online, the public portal to the Riverside County Public Land Use System (PLUS).**

**NOW CUSTOMERS CAN**

- Apply for select permits
- Research existing permits and cases
- Upload exhibits and documents
- Make payments

**Go to [www.RivCoPLUS.org](http://www.RivCoPLUS.org)**



**Select How to Register to get started**

**For questions regarding PLUS Online email [PlusAssist@rivco.org](mailto:PlusAssist@rivco.org)**

*Note: If you do make an online payment, credit cards are subject to a 2.28% transaction service fee charged by the credit card processing company. E-Checks are also a payment option and have no service fee.*

### **Do I Need to Register?**

For basic viewing and research you are not required to be a registered user. However, to submit applications, view details, upload documents and make payments you must be a PLUS Online registered user and a contact on the case or permit.

To register go to: [www.RivCoPLUS.org](http://www.RivCoPLUS.org)

### **Check Balances & Make Payments**

If you are a listed contact associated with a case or permit, you can check your Deposit Based Fee (DBF) balance which posts the balance available as of the day before.

You can also make online payments with a Credit Card or E-check.

### **Record Searches**

Customers can search for records using various queries, like address, assessor's parcel number, by permit type and date range, as well as the permit and case numbers themselves. Searches are not limited to records applied online, all records in the system are available.

The amount of information displayed depends on the customer's security rights, for example; a registered user will see more than a non-registered user and a direct case contact will see more than a general registered user.

### **Dashboard**

As a registered user, your Dashboard will display all cases for which you are a direct case contact.

The dashboard will directly link you with cases you are working on and give you summary information as to case status, fees that are due and other action items. Once you are in a case or permit you will be able to view corrections, departmental clearances, inspections, fees and more.

### **Upload Documents**

PLUS Online gives customers the ability to upload documents, plans and exhibits. There are currently no file size limitations.

This ability will aid customers who want to take advantage of electronic plan check and submitting other electronic documents. The upload feature also links the files directly to the permit or case for easy viewing and sharing.

### **Apply Online**

Apply for any permits or plans online. To get started visit [www.RivCoPLUS.org](http://www.RivCoPLUS.org) and follow the steps to register for an account; then click the **Apply** option from the menu bar at the top of the screen.

### **Apply Online**

For user guides and videos visit [www.RCTLMA.org/PLUS/](http://www.RCTLMA.org/PLUS/)

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Introduciendo a PLUS Online, un portal público del Condado de Riverside para el Uso de Suelo.

**LOS CLIENTES AHORA PODRÁN**

- Aplicar para permisos selectos
- Subir planos y documentos
- Acceder a permisos y casos existentes
- Realizar pagos en línea

Visítenos a nuestra página web [www.RivCoPlus.org](http://www.RivCoPlus.org)



Seleccione Cómo Registrarse para iniciar

Para preguntas relacionadas con PLUS Online envíe un correo electrónico a [PlusAssist@rivco.org](mailto:PlusAssist@rivco.org)

*Nota: Los pagos realizados en línea con tarjeta de crédito están sujetos a una tarifa de servicio de 2.28% por parte de la compañía de procesamiento. Pagos con cheques electrónicos también son una opción de pago y no tienen tarifa de servicio.*

### Necesito registrarme?

Para búsquedas de información básica no es necesario registrarse. Sin embargo, para poder tramitar aplicaciones, acceder a información detallada, subir documentos y realizar pagos en línea, usted necesitará iniciar un usuario para PLUS Online y registrarse como el solicitante del permiso o caso.

Para registrarse visítenos al : [www.RivCoPLUS.org](http://www.RivCoPLUS.org)

### Saldos y realización de pagos

El solicitante del permiso o casos podrá acceder a las tarifas basadas en depósito con saldos publicados el día anterior.

Usted también podrá realizar pagos en línea con Tarjeta de Crédito o con E-check.

### Búsqueda de Registros

Los clientes pueden acceder a registros utilizando la dirección de la propiedad, el número de parcela, tipo de permisos con rango de fechas, y con el número de permiso o caso. Todos los registros en el sistema están disponibles y no están limitados a trámites realizados en línea.

El tipo de información disponible dependerá de los derechos de seguridad de el usuario. El solicitante registrado podrá acceder a información detallada en comparación a un usuario no registrado.

### Tablero

Al iniciar un usuario registrado, su tablero le permitirá acceder a todos los casos que usted ha tramitado como el solicitante.

El tablero lo vinculará directamente con los casos en los que está trabajando y le brindará información resumida sobre el estado del caso, las tarifas adeudadas y otros elementos de acción. Una vez que se encuentre en un caso o permiso, podrá ver correcciones, autorizaciones departamentales, inspecciones, tarifas y mucho más.

### Subir Documentos

PLUS Online ofrece la capacidad de cargar documentos y planos sin limitar el tamaño de los archivos.

Esta capacidad ayudará a los clientes a tramitar en plataforma digital. La función de carga también asociará a los archivos directamente al permiso o caso en trámite para facilitar el proceso y poder intercambiar documentos.

### Aplicación en línea

Aplice para todo tipo de permisos y someta planos en plataforma digital. Para iniciar visítenos a nuestra página web al [www.RivCoPLUS.org](http://www.RivCoPLUS.org) y seleccione la opción de **Aplicar** en la barra de menú en la parte superior de su pantalla.

### Aplicación en línea

Para guías de usuario y videos visítenos al [www.RCTLMA.org/Plus/](http://www.RCTLMA.org/Plus/)